

NC Department of Administration

Monthly Messenger

Nov.—Dec. 2019

Special Holiday Edition

Volume 1, Issues 11 & 12

A Note From The Secretary—Thank You For Another Great Year!



Greetings DOA Team,

I want to begin by thanking you for all the hard work you put forth this year! As I reflect on the meaning of this holiday season, I am extremely grateful for the team we have at the NC Department of Administration. This was another great year and it would not have been possible without you. As the year comes to a close, I am proud of the goals achieved,

milestones reached, and feedback received for improving our agency moving forward.

As we journeyed through the 2019 year, we explored new ways to gather and hear your most pressing questions, concerns and suggestions. I enjoyed meeting with all of you during the division roundtable discussions and I look forward to addressing your feedback as well as other expressed needs in the coming year. We also met many milestones this year, celebrating the 10th anniversary of the Office for Historically Underutilized Businesses' Statewide Uniform Certification Program as well as the 50th anniversary of the State of North Carolina Internship Program.

We launched new educational opportunities including the Division of Purchase & Contract's North Carolina Contract Manager Certification Program for agency procurement professionals. We improved safety in and around the department including State Parking's implementation of speed bumps through Lot 7, Hurricane Dorian preparation efforts by Facility Management and quality control by State Construction Office during renovations to the Administration Building's 5th floor. We've been instrumental in carrying out Governor Roy Cooper's [Executive Order No. 91](#) through our State Property Office, which has worked with other agencies to help expand broadband access.

As an agency, we took steps to address climate change and a clean energy economy for our state, per Governor Cooper's [Executive Order No. 80](#). We established a lactation room within the Administration Building, supporting the health and wellness of working mothers and their children as outlined in Governor Cooper's [Executive Order No. 82](#).

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NC Department of Administration
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Secretary's Message, Cont.

We also introduced the Lady Cardinal Mentorship Program, offering opportunities for high school girls to explore STEM careers while serving the state of North Carolina.

Undoubtedly, these accomplishments only scratch the surface of what we have achieved this year, as many of you have launched notable division programs, initiatives and events throughout the year. As public servants, you help and touch so many lives across the state each and every day. Please know that your work does not go unnoticed, and I again thank you for all that you do and for staying true to our agency's three imperatives. Our agency's successes demonstrate your support of:

- Exploring new and improved ways to deliver effective and efficient services to create value for the taxpayers;
- Providing superior customer service and;
- Creating a culture of trust through enhanced employee engagement, openness and inclusiveness.

It is a privilege to serve this great state of North Carolina and the millions of residents who count on each of us to deliver exceptional support, advocacy, and services that matter in their lives.

I wish all of you a safe, happy and restful holiday and a prosperous New Year.

With Warm Regards,

Secretary Machel Sanders
NC Department of Administration

With Gratitude **Thank You To Our** **2019 DOA Monthly Messenger Contributors!**

- **Jody Cleven**, Deputy Chief Learning Officer, Division of Purchase & Contract
- **Ben Fulmer**, Public Information Assistant, DOA's Communications Office
- **Emily (Em) Hagstrom**, Information Communications Specialist & Research Analyst, NC Council for Women & Youth Involvement
- **Jacqueline Jordan**, Family Violence Prevention and Services Act Grants-Program Administrator, NC Council for Women & Youth Involvement
- **Paula A. Kohut**, Member, NC Commission on Inclusion
- **Mickayla McCann**, Intern, DOA Secretary's Office
- **Alyssa Quinlan**, Intern, DOA Secretary's Office
- **Greg Richardson**, Executive Director, NC Commission of Indian Affairs
- **Mary Williams-Stover**, Executive Director, NC Council for Women & Youth Involvement
- And thank you to our DOA Communications Office contributors: **Nan Sanseverino** (Communications Director), **Aldesha Gore** (Assistant Communications Director), **Gena Renfrow** (Public Information Officer), and **Jayce Williams** (Graphic Artist)

If you wish to contribute as a writer to the *DOA Monthly Messenger Newsletter*, please send an email to communications@doa.nc.gov

New Roles for the New Year

DOA Executive Leadership Team Updates

Please join us in congratulating the following DOA Executive Team Leaders who will enter new roles for the New Year!



Mark Edwards has been appointed as DOA's Chief

Deputy Secretary. For the past three years, Mark has served as Deputy Secretary overseeing Asset Management including State Property, Facilities, State Construction, and State Parking. In addition to this responsibility, as Chief Deputy Secretary Mark will assume responsibility for oversight of Human Resources and Communications, with HR Director Donnell Adams and Communications Director/ PIO Nan Sanseverino reporting directly to him.

Additionally, for the past two years Mark has served as Co-Chairman of the State Employees Combined Campaign, the state's annual charity drive. Before joining DOA, Mark served eight years as the Assistant Commissioner at the North Carolina Department of Insurance, managing the Department's regional offices, the Public Information Office, the Office of State Fire Marshal while also serving as Chief of Staff.

Mark is a graduate of Guilford College, holding a B.S. in Political Science, is a Fellow with the North Carolina Institute of Political Leadership, and a graduate of Leadership North Carolina.



Betty Marrow-Taylor has been appointed

Deputy Secretary of DOA's Advocacy Programs and Services. Prior to this appointment, Betty served as DOA's Director of Policy and Strategy. She brings to her new role extensive government, corporate, and non-profit managerial experience at the local, state, and national levels coupled with a proven track record of strong leadership competencies.

Betty has more than 30 years of leadership experience holding positions within NC Family Health Resource Line, Exchange Club Child Abuse Prevention Center, American Social Health Association, County Area Mental Health, Centers for Disease Control, and Biogen. She is Co-Founder of *We Care We Share Community Enrichment Programs* which was established nine years ago.

Betty holds a B.S degree in Early Childhood Education from UNC-Greensboro and a M.S.

degree in Education and School Administration from North Carolina Central University. As a leader, she consistently models inclusive leadership competencies and demonstrates passion for advocacy.



Chad Bouffiau was named the Director of the Facility Management

Division for the NC Department of Administration.

During Chad's two-year tenure at DOA, he has served as both Deputy Director and Interim Director, overseeing facilities operations including building systems, landscape, custodial, security systems and construction services.

Prior to joining DOA, Chad served as the Director of Facility Management at Columbia College, Peace College, and Assistant Director at Nazareth College. Chad also worked with the City of Raleigh in their Facilities Operations Division as a project manager.

Chad is a graduate of the State University of New York at Empire State, holding a Bachelor of Professional Studies in Business, Management and Economics degree.

Grateful for North Carolina's Diverse Culture

Celebrating November's American Indian Heritage Month

The following is a feature from Greg Richardson, Executive Director of the NC Commission of Indian Affairs

On Saturday, November 23, musicians, dancers, artists, storytellers and authors from North Carolina's eight state-recognized tribes gathered in Raleigh for the 24th Annual American Indian Heritage Celebration. The festival honors American Indian Heritage Month while educating North Carolinians on the culture and traditions of each state-recognized tribe.

Missed the event? The celebration is held each year in November in downtown Raleigh's Museum of History. It is free and open to the public and features activities for all ages including arts and crafts, games and more! We welcome you to visit the NC Commission of Indian Affairs [website](#) for additional information on initiatives, programs, organizations and resources pertaining to American Indians in our state.



Governor Roy Cooper and First Lady Kristin Cooper honoring and celebrating American Indian Heritage Month

DID YOU KNOW?

North Carolina's eight recognized tribes are:

- ◇ Eastern Band of Cherokee (tribal reservation in the Mountains)
- ◇ Coharie (Sampson and Harnett counties)
- ◇ Lumbee (Robeson and surrounding counties)
- ◇ Haliwa-Saponi (Halifax and Warren counties)
- ◇ Sappony (Person County)
- ◇ Meherrin (Hertford and surrounding counties)
- ◇ Occaneechi Band of Saponi Nation (Alamance and surrounding counties)
- ◇ Waccamaw-Siouan (Columbus and Bladen counties)

- The Eastern Band of Cherokee Indians is the only North Carolina tribe recognized by the federal government.
- Four non-profit organizations hold seats on the North Carolina Commission of Indian Affairs: Guilford Native American Association (serving Guilford and surrounding counties), Cumberland County Association for Indian People (serving Cumberland County), Metro-ina Native American Association (serving Mecklenburg and surrounding counties), and Triangle Native American Society (serving Wake and surrounding counties).
- North Carolina's American Indian population is estimated at more than 122,000, according to the 2010 US Census.

Working Together To Achieve Best Customer Service

New Mail Service Center Process Now In Effect

As of November 1, 2019, DOA Mail Service Center (MSC) now returns all mail that does not include a MSC or courier address. This also applies to mail that does not have an accompanied MSC facing slip.

Per North Carolina General Statute [143-341\(8\)g](#), MSC shall be used by all state agencies. Using MSC is an efficient method for sending mail as it saves both time and money—no stamps or travel to the local postal office or box necessary.

As we move forward into the New Year, please be mindful of the following before mailing your next document or package.

- When addressing courier mail, be sure that the return courier or MSC address is in the top left hand corner of your letter/package and that the recipient's agency name and courier or MSC address is listed in the center of the letter/package.
- Attach a MSC mailing form with a valid barcode number (MSC barcode with facing slip or courier barcode with facing slip) to all outgoing mail. MSC barcodes with facing slips can be found [here](#). You can also access courier barcodes with facing slips [here](#).



When mail is improperly addressed (e.g., street address used) the letter goes to what is called "trouble mail," as shown above.

As a reminder, please note that:

- Courier mail is delivered at night within the central region of the state, and delivered during the day to the state's western and most eastern regions. All agencies inside of Wake County receive mail during the day.
- When tracked mail is sent via United States Postal Service (USPS), Federal Express (FedEx) or United Parcel Service (UPS) without the correct MSC address, it will not be delivered to agency locations; it will be marked "delivered" and sent to the carrier's distribution center.

To read the full list of procedures, please visit the [MSC website](#) for details.



Correct way to address mail above.

OTHER HELPFUL RESOURCES

[Arrange a tour of the Mail Service Center](#)

[Learn how to track mail online](#)

[What to do if you receive a suspicious package](#)

Giving Thanks

DOA's Veterans Day Recognition Ceremony

Ahead of Veterans Day, DOA honored its military veterans in a ceremony on November 7 in the Administration Building's 1st floor lobby.

The event kicked off with a silent auction of an American Flag-inspired afghan created by Susan Pait of DOA's Human Resources Management Office. Lucy Lee in the Governor's Office was the highest bidder of the afternoon, taking home the hand-crafted blanket.

The Veterans Day Celebration followed with DOA Human Resources Management Director, Donnell Adams, leading with the national anthem before guests including Veteran Affairs and other state agencies.

Commission of Indian Affairs Executive Director, Greg Richardson, offered welcome remarks and introduced guest speaker Larry Hall, Secretary of the NC Department of Military and Veteran Affairs. In his speech, Secretary Hall encouraged everyone to not only thank veterans for their service but for giving their lives to serve our country.

"When you see a military veteran don't just thank them for their service. Thank them for their sacrifice and extend your gratitude to their family too who also made a sacrifice."



Silent auction for American Flag-inspired afghan



Event attendees enjoying cake and ice cream



(From left to right) DOA's Commission of Indian Affairs Executive Director Richardson, NC Department of Military and Veteran Affairs Secretary Hall and DOA's Human Resource Management Director Adams



Attendees are reminded of the importance of Veterans Day

Spreading Awareness

Spotlighting Successes, Challenges and Initiatives Moving Forward: 2019 MED Week Luncheon

DOA's Office for Historically Underutilized Businesses (HUB) concluded this year's Minority Enterprise Development (MED) celebration and 10th anniversary of HUB's Statewide Uniform Certification Program with a luncheon at the Raleigh McKimmon Conference Center on December 5.

Business and community leaders from across the state gathered to hear updates on key issues and initiatives involving minority and women-owned enterprises in North Carolina.

WRAL-TV Anchor Gerald Owens served as the luncheon's master of ceremonies, introducing guest speakers including Governor Roy Cooper's Chief of Staff Kristi Jones, DOA Secretary Machel Sanders,

and City of Raleigh Mayor Mary Ann Baldwin, just to name a few.

The awards presentation followed, with former Secretary of DOA Gwynn Swinson offering remarks. CC Lambert, chairman of the Governor's Advisory Council for HUB closed the ceremony.

The goal of MED week is to raise awareness, increase business development opportunities to firms, and celebrate accomplishments of minority and women business enterprises.

Governor Cooper signed a [proclamation](#) declaring October 2019 as Minority Enterprise Development Month to acknowledge the outstanding achievements of minority businesses, corporations, and

financial institutions that support minority business development.

For more information on Minority Enterprise Development, please visit the Office for Historically Underutilized Businesses [website](#) for details.



MED Week Luncheon MC, WRAL-TV Gerald Owens



Chair Lambert delivering closing remarks to luncheon attendees



(From Left to Right) Bridget Wall-Lennon (HUB's founding director), Governor Chief of Staff Jones, HUB Director Hall, former DOA Secretary Swinson and DOA Secretary Sanders

Spreading Awareness

Remembering Lives Lost While Promoting Equity and Inclusion: Transgender Day of Remembrance

In a proclamation signing, Governor Roy Cooper declared November 20, 2019 as Transgender Day of Remembrance. This Day helps bring awareness to hate crimes against transgendered people and honors the memory of those harmed by senseless acts of violence each year. Members of the transgender community are engaged as productive residents of our state who contribute to North Carolina's progress and prosperity. The proclamation further supports North Carolina's stance to improve equity and inclusion across the state. You may read the full proclamation [here](#).



Being Thankful

Special Acknowledgement: DOA State Construction and State Parking Offices For Assistance with Renovation Project



For the past few months, the Administration Building has undergone planned renovations to its 5th floor to include a new roof.

Many thanks to our State Construction Office for working diligently to ensure minimum disruption occurs during the work day and for ensuring a safe and healthy

workplace environment.

We also thank the State Parking Division who played an important role in accommodating the construction project.

Last but not least, we greatly appreciate all Administration Building employees for their continued patience and support as we work to complete this project.

Showing Our Appreciation and Spreading Holiday Cheer This Season

DOA Secretary Machel Sanders and members of the department's executive team gathered at the NC Executive Mansion for a surprise appreciation breakfast for the Administration Building's cafeteria and custodial teams! Served by members of the Secretary's Office, guests enjoyed omelets and croissants while comradng with staff.

Secretary Sanders and members of the department's executive team also ventured to Ruth Sheets Care Center in downtown Raleigh to sing holiday carols to seniors.



Thank You For your Service

Recognizing Employees and Milestones Achieved— DOA Service Awards

The below list honors DOA employees by acknowledging years of service within state government. In the September issue, we recognized DOA employees with 20 or more years of service. For the October issue, we acknowledged DOA employees with 10-15 years of service. This Holiday issue spotlights employees with 5 years of service or less.

Name	Division	Years of Service
Edgardo Alegria Nieves	Facility Management	1
Abdul Allen	Surplus Property	1
Sandy Anderson	Purchase & Contract	5
Jenna Batchelor	Human Resource Management	5
Stacey Bohr	Surplus Property	1
Darlene Buchanan	State Parking	5
Chad Bouffiu	Facility Management	1
Elizabeth Boulden	Surplus Property	1
Adam Carson	Facility Management	1
Gregg Collins	Facility Management	5
Antwan Covington	Facility Management	1
Brian Craig	Facility Management	5
Charlene Derrington	Fiscal Management	1

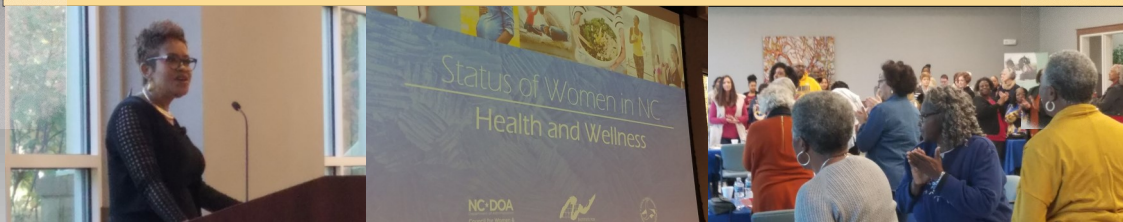
Name	Division	Years of Service
Roy Ector	Mail Service Center	1
Talal Foz	Council for Women & Youth Involvement	1
Ben Fulmer	Communications Office	1
Sandra Gonzalez	Purchase & Contract	1
Paula Harrison	Facility Management	5
Ethan Hawley	Surplus Property	5
Kelli Hyde	Surplus Property	5
Faith James	Motor Fleet Management	1
Jonathan Kornegay	Facility Management	1
Tenley Locklear	Commission of Indian Affairs	1
John Mahaffey	Facility Management	5
Matthew Marbois	State Construction	5
Daniel Melvin	Facility Management	5

Name	Division	Years of Service
Jeff Midgette	Facility Management	5
Emily Roach	Council for Women & Youth Involvement	1
Everett Speights	Mail Service Center	1
Kevin Sperry	Facility Management	5
Justin Sutton	Purchase & Contract	1
Gregory Swart	Facility Management	1
Nakeia Tabb	State Parking	1
Carl Warren	Mail Service Center	5
Martin Waugh	Mail Service Center	5
Michael Williams	Surplus Property	5
Jonathan Wooten	State Parking	1



In Case You Missed It (ICYMI): November & December Snapshots

Greensboro Commission on the Status of Women Event—Greensboro— November 2, 2019



Governor Cooper Signs Bill to Protect Children and Close Consent Loophole (SB199)— November 7, 2019



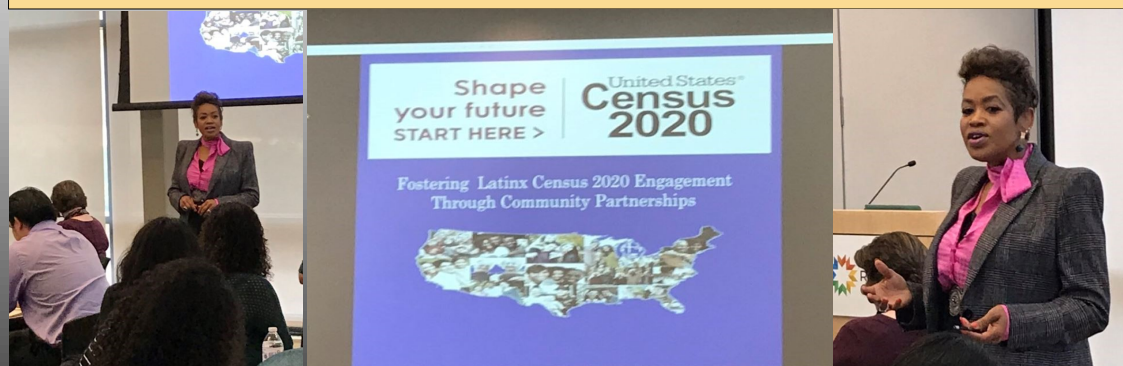
Commission on Inclusion Meeting—Durham—November 20, 2019



Council for Women & Youth Involvement's SADD Conference—Greensboro— November 22, 2019



Census Partnership Convening & NC Complete Count Commission Meeting—Raleigh— December 10, 2019





Upcoming Department Events





January 2020

- Human Trafficking Awareness Month
- State Employees' Dr. Martin Luther King Jr. Observance Program (January 17)
- Dr. Martin Luther King Jr. Commission Meeting - Raleigh—(January 17)
- Dr. Martin Luther King Jr. Birthday/ Holiday—National Observance—(January 20)
- HUB Strategic Purchasing Team Meeting—Raleigh—(January 21)
- HUB Vendor Orientation Training—Rocky Mount—(January 22)
- HUB Monthly Capital Project Coordinators Meeting—Raleigh—(January 23)

For additional upcoming events, please visit the [DOA SharePoint site](#) for details.

Questions, Comments or Suggestions?



We welcome your feedback and suggestions for newsletter content! If you have a comment, story idea, event, employee or division profile you would like to see featured, please send an email to communications@doa.nc.gov.

